

THE NCSTM

The National Citizen SurveyTM

Sunnyvale, CA

Open Ended Responses

2015



NRC

National Research Center Inc

2955 Valmont Road Suite 300
Boulder, Colorado 80301
n-r-c.com • 303-444-7863

ICMA

Leaders at the Core of Better Communities

777 North Capitol Street NE Suite 500
Washington, DC 20002
icma.org • 800-745-8780

Contents

Summary 1

Verbatim Responses to Open Ended Questions 4

Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. This report includes the verbatim responses to two open ended questions included on The NCS 2015 survey for Sunnyvale. Additional reports and the technical appendices are available under separate cover.

Respondents were asked to record their opinions about community issues and City services in the following questions:

- What are the top three community issues you would like to see the City focus on in the coming year?
- What are the top three City services you would like to see the City focus on in the coming year?

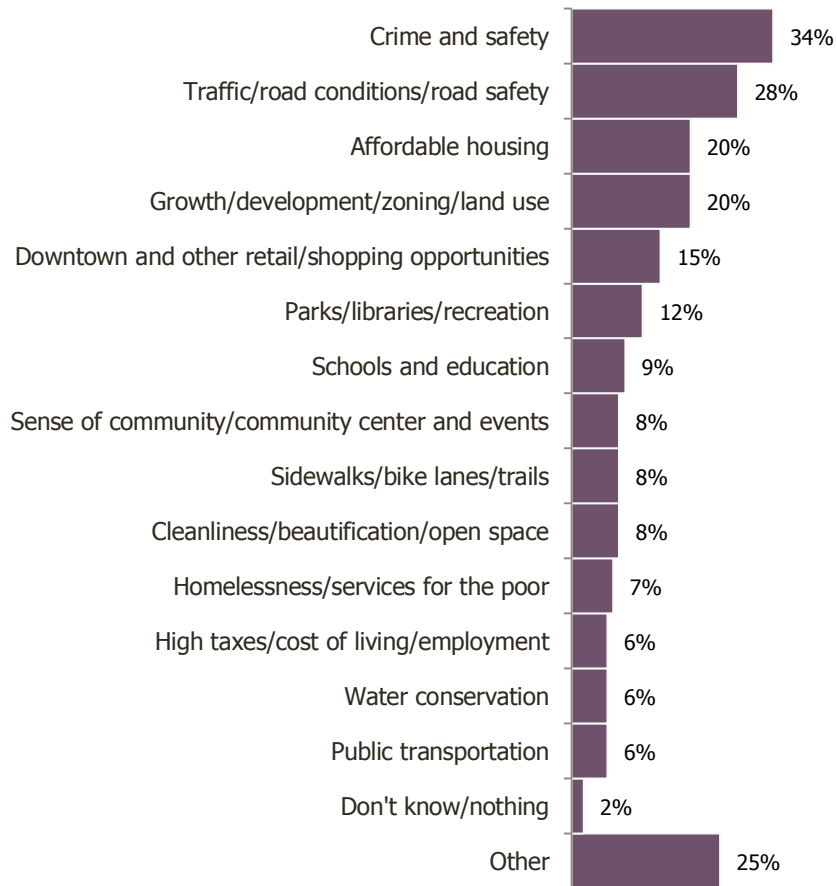
The verbatim responses were categorized by topic area and those topics are reported in the following chart with the percent of responses given in each category. Because some comments from residents covered more than a single topic, each topic mentioned by a resident was categorized and counted in the following chart. Verbatim comments that contain more than one topic appear only once (in the category of the first topic listed), however the analysis counts each of the topic areas given by all respondents regardless where those topics appeared in the comment.

Results from the open-ended questions are best understood by reviewing the frequencies that summarize responses as well as the actual verbatim responses themselves. A total of 309 surveys were completed by Sunnyvale residents; of these, 194 respondents wrote in responses for the open-ended question related to community issues and 168 respondents wrote in responses for the open-ended questions related to City services.

One-third of respondents felt that crime and safety issues should be an area of focus for the City in the next year. More than one-quarter thought that traffic and road safety was an important issue. About one in five respondents thought that affordable housing should be a focus and another one in five wrote in comments related to issues with growth, development, zoning and land use. Fifteen percent of participants wanted the City to focus on downtown and other retail development and one in six thought improving parks, libraries and recreation was an important issue. Fewer than 1 in 10 residents thought issues such as schools, sense of community, sidewalks and bike lanes and homelessness should be important areas of focus in the next year. One-quarter of respondents wrote in comments about issue outside of the established categories below.

Figure 1: Top Community Issues

What are the top three community issues you would like to see the City focus on in the coming year?

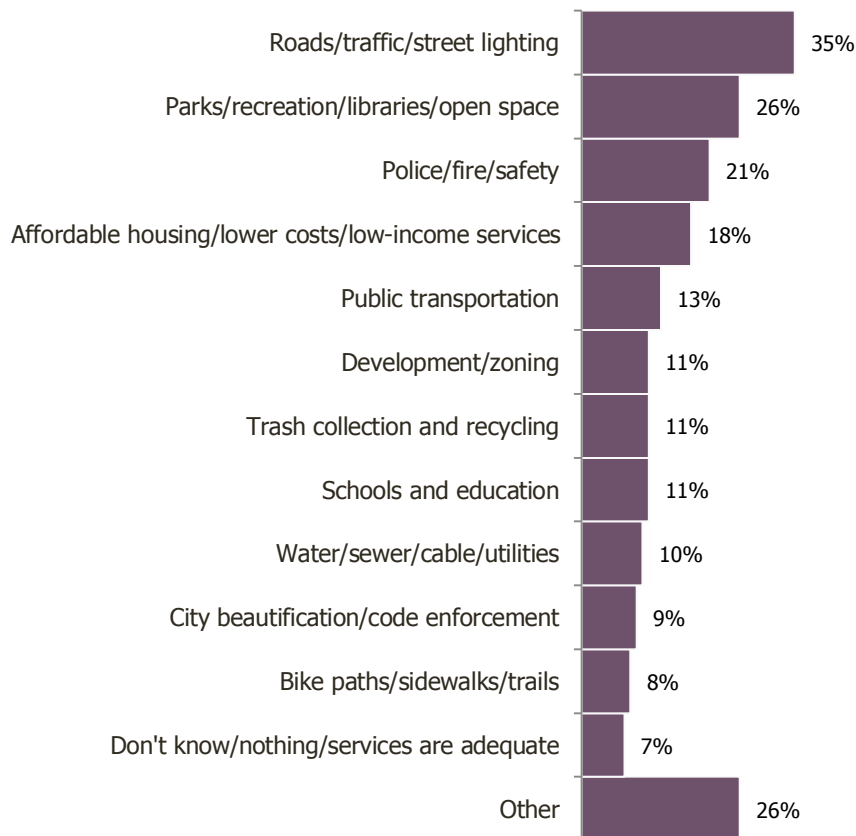


Total may exceed 100% as respondents could select more than one option.

When asked which City services they would like the City of Sunnyvale to focus on in the next year, one-third of residents mentioned road maintenance, traffic issues, or street lighting. One-quarter of respondents thought parks, recreation, libraries and open space were important areas of focus. About one in five residents wanted the City to focus on police, fire and safety services and another one in five wrote in comments about affordable housing, lowering costs and services for low-income residents. About 1 in 10 respondents or fewer felt the remaining service categories were important areas of focus. About one-quarter of residents mentioned a service other than those listed in the categories below.

Figure 2: Top City Services

What are the top three City services you would like to see the City focus on in the coming year?



Total may exceed 100% as respondents could select more than one option.

Verbatim Responses to Open Ended Questions

The following pages contain the respondents' verbatim responses as written on the survey and have not been edited for spelling or grammar. Responses have been organized by coded topic areas.

What are the top three community issues you would like to see the City focus on in the coming year?

Crime and safety

- Crime of neighborhood.
- Crime prevention (dealing with increase in home burglaries).
- Crime prevention, lots of burglary.
- Crime prevention.
- Crime prevention.
- Crime prevention.
- Crime prevention.
- Crime prevention.
- Crime prevention.
- Crime- this used to be non existent in my neighborhood & over the last 12 months has skyrocketed.
- Ensure safety.
- Focus crime prevention & safety.
- Improved public safety, burglary prevention.
- Increasing crimes such as burglary breaking in the city more patrol? & neighborhood watch.
- Jobs, safety, crime.
- Lights on sidewalks.
- Maintain good air quality, safety outside on streets.
- More patrolling in apartment complexes.
- More police to stop burglaries.
- More safety museum to protect citizens.
- More street lighting for safety.
- Our community has a lot of burglary, and the thieves are not able to get caught. I want safety part of this can be improved.
- Patrol by police increased.
- Peace and order.
- Preservation of safety.
- Public safety.
- Public safety.
- Public safety.
- Public safety.
- Public safety.
- Reducing street crimes by reinforcing police force.
- Residential burglaries!
- Rising burglary rate.
- Robberies.
- Safe neighborhoods for children.
- Safer neighborhoods police and sidewalk maintenance.
- Safety (crime prevention).
- Safety day & night.
- Safety of house/neighborhood.
- Safety!!!
- Safety.
- Safety.

- Safety.
- Safety.
- Safety.
- Safety.
- Safety.
- Safety.
- Safety.
- Safety.
- Safety.
- Safety.
- Safety. Property crime is on the rise.
- Saving water, the city still turn on the water play area in Ortega Park while we have to conserve lots of roads in main streets have potholes, city repaved the roads that are good maybe need community watch group, lots of petty theft burglaries.
- Security, crime prevention (sirens blaring tell me they are reacting).
- Street lighting (some areas are very dark).
- Theft of recyclables!
- Theft prevention.
- Too many unleashed dangerous dogs at parks, Lakewood & Fairwood parks.
- Zero crime.

Traffic/road conditions/road safety

- "Through traffic" control- e.g. Mathilda s/b after 4pm, Maude e/b after 4pm Fair Oak s/b after 4 pm.
- Avoid creating traffic congestion on streets (air affecting quality).
- Better traffic light timing.
- Congestion on Mathilda in mornings/evenings.
- Congestion on Mathilda in mornings/evenings.
- Do not change lanes on El Camino.
- Do not sacrifice established neighborhoods for traffic or other issues.
- Easing traffic congestion.
- Enforcing non-operable cars parked on the streets.
- Fix some roads and streets making safe at night.
- Fix the street into Costco parallel to the railroad tracks. Stop replacing small businesses with high density housing.
- Focus on street traffics.
- Improve traffic flow.
- Less road traffic & adjustment of parking on major streets.
- Less traffic.
- Peery park traffic through Maude neighborhood.
- Please fix the damn wolf road between 280 & homestead, I have to replace tires due to damage caused by this god awful road.
- Public safety/crossing guards @ all schools.
- Red light runners at the intersection of Wolfe and El Camino, Sunnyvale Ave. and El Camino on a regular basis.
- Repair potholes in streets.
- Repair the potholes.
- Reroute traffic from Hollenbeck to Macy.
- Road work.
- Roads in residential speed limit 25mps & provide bumps.
- Roads.
- Saving water, the city still turn on the water play area in Ortega Park while we have to conserve lots of roads in main streets have potholes, city repaved the roads that are good maybe need community watch group, lots of petty theft burglaries.

- Stop light at wild wood & Lawrence Expwy.
- Street maintenance.
- Street repairs.
- The road of Sunnyvale is pretty old and stuck in rush hour some merge like 237 entrance on the Mathilda and the bridge from Washington St is not safe and slow.
- The street traffic need improvement.
- The traffic lighting needs revamping.
- Too much traffic 6-9 am 3-7 pm m-f.
- Too much traffic on major streets because of too much development.
- Traffic (large buildings increase this).
- Traffic alternatives- i.e. better walking & cycling- signage e.g. city hall, 2 block).
- Traffic congestion at the Mathilda/101/237 junction.
- Traffic congestion on El Camino Real.
- Traffic congestion!!! Improved air quality.
- Traffic congestion.
- Traffic control.
- Traffic control.
- Traffic due to housing & commercial development.
- Traffic due to new apple facility.
- Traffic flow at homestead & Wolfe.
- Traffic flow up & down El Camino is horrendous from 46pm.
- Traffic has gotten bad.
- Traffic issues.
- Traffic on local streets. More multi-level condos, impacted local traffic on residential streets.
- Traffic on Maude from apple/linked in/Google needs to be greatly improved.
- Traffic resolution (traffic is increasing).
- Traffic signal timing.
- Traffic.
- Traffic.
- Traffic.
- Traffic.
- Traffic.
- Traffic.
- Traffic.
- Traffic.
- Transportation.

Affordable housing

- Affordable housing "more" the existing housing is beautiful & well maintained.
- Affordable housing & rent control.
- Affordable housing & services.
- Affordable housing a must!
- Affordable housing.
- Affordable housing.
- Affordable housing.
- Affordable housing.
- Affordable housing.
- Affordable housing.
- Affordable housing.
- Affordable housing.
- Affordable housing.
- Affordable housing.
- Affordable housing.

- Affordable housing-allow building up vertically.
- Affordable learning & Apartment.
- Affordable rents/housing.
- Apartment keeps in housing rent.
- Apt rent always increasing/ going up.
- Availability of more affordable rental houses or houses for low-income.
- BMR programs to bring more people in Sunnyvale.
- Cost of housing.
- Disparity in income/housing affordability.
- Home-cost too much to own- taxes, etc.
- Housing affordable.
- Housing prices go through the roof.
- Low income housing.
- Low rent or low housing.
- Lower house & apt rent.
- Lower housing rent.
- Lower rent.
- More affordable housing for mid income families.
- More low income housing.
- Reasonable apartment rates.
- Rent control!
- Rent control.
- Rent improvements for seniors.

Growth/development/zoning/land use

- A building Moratorium!!!- Reduction in.
- Avoid tall commercial buildings.
- Bldg of multiple family structure in an already too congested too impacted city (schools-streets-communities).
- Built environment (buildings too tall & close to street).
- Business construction & housing (complexes)-slow down.
- Business/housing growth.
- City planning with regards to over development.
- Construction of less apartment bldgs.
- Control of over development.
- Control rampant apartment building policies during time of severe drought.
- Curb more building.
- Decrease # housing units being built.
- Density of housing-apartments & single family homes.
- El Camino Real needs to be better oriented & walking, biking, public transits. Move away from strip malls!
- Focus on smart growth.
- Growth and development.
- Growth.
- Include higher density buildings/more residential buildings.
- Keeping new home construction or remodel more.
- Keeping population controlled- too many cars on our roads.
- Land use planning for a good balance of residential, retail, employment.
- Land use, planning and zoning (keep new building height reasonable).
- Less building- esp large building.
- Less building-we don't need more traffic or water wasters.
- Less density along El Camino Real.
- Limit the number of new large housing constructions.
- Maintaining quality of residential neighborhoods w/out over building.

- Managing population growth & overcrowding.
- More emphasis on maintaining high quality residential and neighborhood life and less commercial development.
- New development is bringing in new revenue, but creating quality of life problems such as traffic congestion.
- No high rise.
- No more high rise.
- Over building impacting water schools and traffic.
- Over development- preservation of natural spaces & orchards (& creeks).
- Over-building of tall buildings (exp on Mathilda).
- Overcrowding.
- Planned development- please.
- Planning.
- Possible commercial development of orchard gardens neighborhood.
- Quit letting luxury apt/condo's take up all empty spaces and our water resources. El Camino feels like you are driving in a tunnel with all the new places so close to the sidewalks.
- Reduce high density/high rise development.
- Reduce multi-housing units.
- Regulating influx of population.
- Resist higher density, keep traffic problems to a minimum.
- Save butcher's corner from "development".
- Selling of land for housing and private businesses.
- Setbacks required for new construction. Sunnyvale is looking like New York instead of suburban California. Start demanding green space and landscaping around new buildings (commercial & residential). 1970's site planning was better!
- Slow the growth-too many people.
- Smart development including more of mix used developments.
- Stop bldg homes/condos/apts- need to conserve water- what better way then to put a moratorium on building-if only temporary.
- Stop building.
- Stop the housing explosion.
- Strip club & bikini bar removal.
- Sustainable development/green building.
- Too much housing development.
- Too much overly dense and unattractive development.

Downtown and other retail/shopping opportunities

- Complete downtown center.
- Complete, build downtown, do something!
- Completion of downtown projects.
- CVS on Lawrence Expressway area.
- Develop a "Santana Row" like city center.
- Development of town center.
- Downtown center project.
- Downtown- city center.
- Downtown development.
- Downtown retail/entertainment improvement.
- Downtown shopping center completed.
- Downtown shopping mall.
- Downtown shopping mall.
- Downtown.
- Downtown.
- Finally resolve issues affecting completion of target- Macy's complex.
- Finish downtown "shopping" area.

- Finish downtown construction.
- Finish downtown shopping center!
- Finish downtown.
- Finish the downtown construction.
- Finish the downtown reconstruction!
- Finish the downtown.
- Finishing down town Sunnyvale.
- Finishing downtown construction.
- Finishing the town center behind macy's.
- For shopping in Sunnyvale.
- Get more services/stores in town center.
- Getting this city a real downtown. Get better lawyers!
- I want the resolution of the mess that has been made of the area south of Murphy Street (the old mall where Macy's and target are located to be resolved). This has been an eyesore for- at least 10 years.
- If Sunnyvale can develop a shopping mall will be great.
- Improve and increase places to go for recreation such as downtown
- Improving the downtown area- construction by Macy's.
- More decent shopping stores in the "Macy's & target" complex.
- More grocery shopping opportunities.
- No shopping mall in Sunnyvale for decades-when will it open?
- Not enough grocery or drug stores within 8 miles of my house! Lawrence/Tasman.
- Redevelopment of town center mall.
- Revive downtown.
- Revive downtown.
- Safeway on Lawrence Expressway area.
- Shopping center.
- Sunnyvale "mall", when will it ever be done?

Parks/libraries/recreation

- Affordable classes & recreation opportunities for seniors and a welcoming senior center 5v. senior center is a cold, sterile & unwelcoming place.
- Better dog parks.
- Better lighting & security in public parks.
- Children services (library, community services).
- City parks.
- Cleanliness in Sunnyvale park- ducks dirty thing all around.
- Continue to improve the already excellent library & its programs.
- Dogs allowed in parks & open spaces, more dog friendly.
- Expansion of library bars & staff.
- Health and wellness opportunities.
- Improve quality & condition of parks.
- Keep parks good.
- Library.
- More dog parks.
- More parks for residence.
- More recreational opportunities for teenagers. Almost all of the skating rinks, bowling alleys, etc have been closed!
- Natural environment (maintain parks).
- Park development (oriented to kids).
- Park safety.
- Park.
- Preserve parks & open spaces.
- Recreational programs for teens.

- Save all parks & green space; enlarge library.
- Sunnyvale parks.
- Walkability facility (parks, sports facility).

Schools and education

- Better high school for kids (Fremont high).
- Better schools (high quality public schools).
- Bring up the poorest performing elementary schools.
- City working with schools.
- Education (very unsatisfactory).
- Education in science, tech engineering math.
- Education. From tots to seniors, improve informal education.
- Improve Sunnyvale schools.
- Invest in schools south of El Camino Real, not only in the north.
- More day care in public School.
- More schools.
- Quality of education.
- School districts here are not so attractive in rating as other cities.
- School ranking improvement.

Sense of community/community center and events

- A place to hold cultural events (bigger concert hall etc.)
- Bringing more cultural experiences for all residents not just those new to this country.
- Building a sense of community among residents (beyond "next door").
- Civic center.
- Civic center.
- Community activities for adults.
- Community center sport center.
- Community events (fairs, concerts, health events).
- Community involvement, volunteer opportunities.
- Community sense, & ease access of city's information.
- I would like to get more involved in the city's event or see more events be organized by the city so I feel as part of the community.
- More community classes.
- More government sponsored events.
- Neighborly feel.
- Public events, celebrations.
- Sense of community.

Sidewalks/bike lanes/trails

- Better bike lanes & more of them.
- Better/safer bike lanes & paths.
- Bike lane for kids going to school like SMS and homestead high.
- Bike lane.
- Completion of Stevens creek trail through Sunnyvale.
- Ease of getting to parks (bikes lanes are very unsafe).
- Hiking biking paths.
- I would like to see more sidewalk.
- Less "concrete jungle", more trails, walk & bike green, natural beauty.
- More bicycle lanes.
- More nature areas and walking trails.
- Safe bicycle paths along major thoroughfares.

- Sidewalks fixed.
- Stevens creek trail.
- Stevens creek trail.
- Streets should accommodate bikes safety more paths also.

Cleanliness/beautification/open space

- Add more greenery- trees, bushes, etc.
- Add to open space/park lands.
- Better front yard landscaping.
- Cleaning of Superfund sites.
- Continued focus on downtown revitalization.
- Leave open areas alone.
- Maintain and improve built environment.
- Maintaining open space.
- Maintenance of trees, streets, sewers, sidewalks.
- Make Sunnyvale classy.
- More clean walk sides, green spaces, streets.
- More green spaces.
- More space in neighborhoods-park area-trees.
- Natural outdoor areas.
- Preservation of natural areas.
- Preservation of open space and public property.
- Preserving and even increasing open space/natural environment.
- Renewing older buildings.
- Stephens creek cleaning.
- We need more open space-greenery.

Homelessness/services for the poor

- City should provide discounts on H₂O, sewer. etc for people with low incomes.
- Classes for adult. Low income.
- Homeless.
- Homelessness.
- Homelessness.
- Housing for the homeless.
- Increase health aid to below poverty residents.
- More community services for the poor.
- Recognizing and helping those struggling financially here.
- Shelter for those displaced from the National Guard auditorium armory.
- There are lot of homeless people at Fair Oaks parks please provide a shelter for them.

High taxes/cost of living/employment

- Cost effectiveness of retirement in city.
- Cost of living how to keep diverse community.
- Cost of living.
- Gas prices.
- Job opportunities.
- Jobs, safety, crime.
- Lower taxes.
- More jobs for the poor.
- Prices of food.
- Reduce utility fee more tree in community plan better traffic route to base noise in community.

- Stop raising pay increase to government & mayor, governor, senators we work hard for minimum wage & government taxes go up & mayor, governor & senators get increase.
- Taxes and many more important to city rather than quality of life.
- Very low salary.
- Water quality. Taxes.

Water conservation

- Review sprinkles/timings.
- Saving water, the city still turn on the water play area in Ortega Park while we have to conserve lots of roads in main streets have potholes, city repaved the roads that are good maybe need community watch group, lots of petty theft burglaries.
- Water conservation at city parks, schools, etc.
- Water conservation.
- Water conservation.
- Water conservation.
- Water conservative.
- Water preservation.
- Water usage.
- Water.

Public transportation

- Better connectivity between neighborhoods & Caltrain!
- Better public transport (Caltrain to rest of city).
- Better public transportation.
- Block BRT bus lane plans.
- Car alternatives (public transportation, pedestrian safety, bicycling).
- Environment (green), less car more public transportation.
- Improve pub transportation.
- Improving public transit: Frequency, coverage, ease & use, information.
- Increase Caltrain parking!
- Provide alternative options to driving car to get places (bike lanes and public transport including dedicated lane for buses).
- Public transportation.

Don't know/nothing

- N/A.
- I don't know.
- I don't know.
- N/A.
- I don't know.
- None.
- I don't know.
- I don't know.
- None.
- I don't know.

Other

- After apple's space ctr, it would be nightmare.
- Air pollution (too much construction in Sunnyvale).
- Alternative energy incentives.
- Animal regulation (license).
- Barking dogs are a problem.

- Build an urgent medical care facility with extended hours.
- Chase ATM on Lawrence Expressway area.
- Child care services- more needed.
- City urban design & maintenance.
- Economic development.
- Economic health.
- Effective city council members.
- Enforce barking dog laws.
- Environment.
- Getting rid of liquid amber tree's.
- Government transparency.
- Grade separation for Mary & Caltrain.
- Group- rental single family home. Too many people randomly flowing in and out residential area creates problems in the community.
- Health & wellness opportunities.
- Health, education/media.
- Housing to building new buildings for industry.
- Housing.
- I smell weed in our apartment complex, I have a baby please have non smoking areas.
- Improve the air quality.
- In line with current home style.
- Integrate the many new immigrants into our communities better.
- Involvement.
- It is getting worst.
- Keeping it diverse not focusing on only one ethnicity.
- Minor of repair.
- More economic development.
- More senior activities & health issues for elderly.
- Move business/law.
- No privatization of public land!
- Noise.
- Noise.
- Old! Can't follow.
- Overall environmental friendliness.
- Poverty.
- Protecting public spaces-environmental issues.
- Public town meetings concerning- new bldgs, housing & things that could be of interest to all.
- Put a stop to VTA proposals and spending items.
- Quality of life over 47 yrs has declined.
- Quality of life.
- Quality of water for drinking.
- Reduce employee pension expense.
- Reduced dump trip costs. Restore free sewer line repair costs & clean outs.
- Relating to number 2, more open communication in quarterly report on progress of property settlement.
- Repeal of onerous measure c clauses.
- RV park in parks, malls and streets.
- Services for seniors to age in place- like Avenidas village.
- Sewer service for the coming years.
- Space rent too high and still increasing. To check & balance.
- Stop favoring business & favor residents instead.
- Such as area safety and security, parking blocking neighborhood streets, noise, cleanliness, etc.
- The smelling fee of Sunnyvale is too high.

- Ways to participate voluntary programs.
- We understand that Sunnyvale is not one of the direct litigants, but you need to sue the litigants for damages to this community!!! Don't be so passive!

What are the top three City services you would like to see the City focus on in the coming year?

Roads/traffic/street lighting

- Better lightning in parks and streets.
- Better streets (smoother).
- Better tarmac roads beat city of Santa Clara!
- Blinking lights for pedestrian on the streets where there is a dangerous crossing e.g. Remmington close to ca.
- Brighter street lights (the streets are too dark).
- Change over to Led lights.
- City neighborhood lights.
- City road maintenance.
- City service to improve road situation.
- City traffic light.
- Don't really help traffic flow.
- Ease Wolfe Rd traffic.
- Enforcing & modifying major road parking, traffic management.
- Figuring out when all these additional cars are going to fit on our city streets! Recycling of more items (like egg cartons, wax milk containers).
- Fix pot holes.
- Fix the damn roads.
- Fixing streets.
- Focus on traffic and resolution.
- I feel like I'm driving in a village in 3rd world country when I dry on wolf road!
- Improve street lighting on south traffic street.
- Install "smart" traffic light control to ease commute.
- Keeping roads in good condition.
- Lighting.
- Maintaining roads.
- Maintaining streets and traffic lights.
- Maintaining traffic lights to reflect traffic patterns.
- Maintenance of bicycle street sensors at signals.
- More street lighting for safety.
- Pavement and sidewalk maintenance.
- Potholes filled.
- Repair streets.
- Repair the potholes.
- Road & bridge repair (Wolfe bridge).
- Road & traffic.
- Road maintenance, including lighting (led lights are great!)
- Road repair.
- Road repair.
- Road repairs needs to be done right away. Causing traffic.
- Road work.
- Roads.
- Stadium traffic.
- Street and sidewalk repair.
- Street maintenance(sidewalk and trees).
- Street maintenance.

- Street maintenance.
- Street repair.
- Street repair.
- Street repair.
- Street repair.
- Street sweeping is not enough.
- Streets repairs.
- The street traffic need improvement.
- The traffic lighting needs revamping.
- The unprecedented traffic congestion & increased accidents.
- Timing of lights shouldn't have to wait 10 minutes plus to turn left onto Fremont from Belleville when on a bicycle!
- To add street lights in darker places.
- To check and ensure street and walk signs are working properly.
- Traffic control, building residential homes w/o regard to impact on city streets in neighborhoods.
- Traffic control.
- Traffic control.
- Traffic flow.
- Traffic issues especially near overly full schools.
- Traffic light timing.
- Traffic light timings on Mathilda Ave!
- Traffic signal synchronization.
- Traffic signal timing.
- Traffic.
- Traffic.
- Traffic.
- Traffic.
- Traffic.
- Traffic.
- Traffic.

Parks/recreation/libraries/open space

- Better library, esp kids & youth section, ours is weak!
- Better maintenance of sports facility (soft ball, field etc).
- Better/more parks.
- Build an indoor aquatic facility.
- Cheaper park and rec classes.
- City parks with running tracks.
- Cleanliness in the park- control ducks.
- Continue expansion of digital library services.
- Digital content in public library.
- Green area improvements & cleanliness of business areas.
- Green spaces.
- I would like the Sunnyvale library to expand and provide more digital materials such as dvd, blue-ray etc. Especially for kids program/movies.
- I would like to see an indoor swimming pool in Sunnyvale's community center so residents can go swimming year long.
- Improve parks, sports facility.
- Increase open space and improve parks.
- Library.
- Library.
- Library.
- Library.

- Library.
- Library.
- Library.
- Library.
- Maintain open spaces.
- Maintain/increase library services.
- More open space areas.
- More open space vs all the apartments and condos.
- More parks.
- New library building.
- Open space planning.
- Park & rec.
- Park maintenance.
- Park system.
- Park.
- Park/library.
- Parks.
- Preservation of natural areas such as open space.
- Preservation of parks & open space.
- Preservation on natural areas-more open space.
- Preserving parks.
- Public parks.
- Recreation activities.
- Recreation center.
- Recreation programs for teens.
- Removable library-build smaller libraries closer.
- Renovate the library.
- Sport center.
- Upgrade existing libraries, build more libraries.

Police/fire/safety

- Better police patrolling on streets to catch fast drivers.
- Community safety (police & fire).
- Crime prevention.
- Crime prevention.
- Crime reduction & addressing homeless issues.
- Crime.
- Crime.
- Crime/safety.
- Develop community program to teach young kids about neighborhood safety.
- Fire & police keep top service.
- Fire & safety services.
- Firefighters.
- Gang prevention- work with younger children to forwarn.
- Improve theft & crime prevention.
- Maintain public safety and traffic laws.
- Maintaining safety.
- More police around at night specially along E Remington.
- More police at schools in morning- running of stop signs parking in crosswalks.
- More police to stop burglaries.
- More police visibility in the city.
- Police & fire services.

- Police and safety.
- Police service of reducing burglary.
- Police.
- Police.
- Police.
- Police.
- Police.
- Police.
- Policing-how to deal with prevent non-violent property crimes, for which criminals cannot go to jail anymore!
- Public safety.
- Public safety.
- Public safety.
- Public safety.
- Safety.
- Safety.
- Security.

Affordable housing/lower costs/low-income services

- Affordable apt & housing.
- Affordable houses in north Sunnyvale (94085) zip code.
- Affordable housing.
- Affordable housing.
- Affordable housing.
- Affordable housing/community assistance.
- City should provide discounts on H2O, sewer. etc for people with low incomes.
- Control of utility costs.
- Control the rent in going up.
- Cost of living.
- Cost of living.
- Help homeless persons to find work and permanent housing.
- Housing for low income families.
- Improve services for the homeless.
- Keep costs down.
- Low property tax, utility bills (cable, water, garbage, electric and gas).
- Lower rent.
- Low-income housing.
- Prices of food.
- Provide support to new immigrants.
- Providing for more affordable housing.
- Public service to help the poor. There are a lot of homeless at the intersection of road. The city needs to put efforts to help them out.
- Rent control.
- Single parent economic help.

Public transportation

- Better & more public transportation.
- Better public transport (Caltrain to rest of city).
- Better transit.
- Better transportation throughout bay area.
- Better transportation, less traffic.
- Ease of public transportation.

- Larger bus stops: City busses must be able to pull off the road to let passengers off and on and not hold up traffic.
- More buses/transits services.
- More parking for Caltrain commuters!
- More public transportation.
- Public transport.
- Public transportation (buses).
- Public transportation to be more easy/often if possible.
- Transportation.
- Transportation.

Development/zoning

- Control of zoning requirements.
- Controlling new construction & high density housing.
- Development/improvements of city hall area.
- Economic growth in balance with environment.
- Expanding "mall" services/shopping.
- Housing.
- Housing.
- Land use, planning, and zoning-less density, better aesthetics.
- Land use.
- Land use-locate buildings further away from the sidewalk. Too imposing. Looks like San Francisco.
- Limit new housing & commercial buildings.
- Makes one fearful of leaving the safety of your own home when our city planners encouraged this population explosion & subsequent building boom they not only seriously damaged the environment but our quality of life!
- More building housing.
- More downtown development.
- More shopping, driving areas.
- Planning/development (careful of over development).
- Restrict new constructions of large housing units.
- Re-vitalize downtown area.
- Shopping.
- Stop all the multi-family building construction.
- Stop approving multi-family bldg construction.

Trash collection and recycling

- Add recycle food items with green waste.
- Better garbage pick-up. Better recycling.
- Big items trash collection.
- Bring back free garbage pick-up (big items).
- Change how recycle is collateral. Increase in type of recyclables-milk cartons.
- Compost.
- Composting of food waste!!!!
- Easier access to facility on "dump" days.
- Expand on hazardous waste disposal sites.
- Garbage and recycling.
- Improve recycling-other cities take wax cartons & plastic films.
- Providing residential composting services for food scraps.
- Recycling (for apartments).
- Recycling.
- Recycling.
- Recycling.

- Recycling-bin that will better theft of contents.
- Recycling-no good way to recycle 'dirty' recyclable plastic bags!
- Single-stream recycling.
- Trash pick up in neighborhoods and ECR & 101 on/off ramp.

Schools and education

- Better schools.
- Education & enrichment opportunities.
- Education.
- Education.
- Improve quality of primary education.
- Improve school district.
- Improving education.
- Invest in schools.
- Mandatory bussing for school esp. cup middle.
- Public education school system.
- School education.
- Schools, parks, recs.
- Schools.
- Schools.

Water/sewer/cable/utilities

- Avoid wasting water (saw pushing water from a broken sprinkler in day time and night time(no one available at night)).
- Bring Google high speed fiber services to Sunnyvale!
- Drinking water quality needs to be improved.
- Environmental and water issues.
- Free high speed internet.
- Getting u verse tv services for an option to cable.
- Google high speed internet.
- Make sewer & garbage service more efficient and less costly.
- Make sure city watches neighborhood adheres to water use.
- Municipal fiber internet (not google).
- Re-cycled water for our gardens home & others- before it turns into desert!
- Sewer & recycled water.
- Utility costs.
- Water conservation-enforcement and sharing of more creative ideas for conserving.
- Water control.
- Water preservation.
- Water rates are too high in city.
- Water usage & distribution.
- Water waste watch.
- Water.

City beautification/code enforcement

- Clean up of some businesses. Some look overgrown weeds etc.
- Code enforcement- neglected homes & overgrown needs.
- Continue to keep Sunnyvale graffiti free
- Graffiti removal.
- Lots of debris outside peoples houses.
- More green cover, trees.
- More urban landscape/less concrete.

- Paint mail boxes.
- Paint street lamps.
- Parking strip tree maintenance- raised sidewalks from Magnolia trees.
- Protection of trees in residential areas.
- Tree care in neighborhoods.
- Tree planning, remove street hear any that
- Tree repair.
- Tree trimming.
- Trees and landscaping.

Bike paths/sidewalks/trails

- Adding walking/cycling paths.
- Bike lane for kids going to school like SMS and homestead high.
- Fix the sidewalks- they have all been ruined and make unsafe by planting the wrong kind of street trees.
- More bike lanes and safe biking infrastructure.
- More bike-friendly roads.
- Sidewalk and park maintenance.
- Sidewalk improvements.
- Sidewalk maintenance.
- Sidewalk maintenance.
- Sidewalk maintenance.
- Sidewalk repair.
- Sidewalk repairs.
- Sidewalk safety/wheelchair access.
- Sidewalks fixed.
- Still needs Sunnyvale more walking trails.
- Street and sidewalk repair.
- Street light and side walk.

Don't know/nothing/services are adequate

- Continue doing a good job!
- Continued good trash picking.
- I don't know.
- I don't know.
- I don't know.
- I like all services, can't think in any one.
- Most city services are good.
- None.
- None.
- Our fire & police services are "excellent".
- Sunnyvale community services is an "excellent" resource for our city.

Other

- Add more staff for improved customer service.
- All city services.
- Bicycle parking.
- Bike share?
- Budget-total employee compensation growth.
- Build a teen center.
- Build more neighborhood community centers (satellite units).
- City sponsored special events.
- Civic center.

- Clarify permit process ease.
- Communication to promote services and resources city has be providing.
- Community center- senior center services age should be covered to forty years of age. Seriously, if the city could enforce and fine residents who do not bring in garbage cans in a timely manner, it would earn the city revenue and decrease to light. One neighbor leaves cans out 4-5 days after pick-up day.
- Community choice aggregation.
- Compare to Palo Alto which in the past has been very resident friendly.
- Consider way to use Sunnyvale's gifts to benefit the world sharing best practices cultivating responsible world citizenship with respect to business practices, etc.
- Continue to grow in going green (Eco friendly) w/all services.
- Downtown dining & entertainment.
- Downtown events.
- Downtown parking.
- Economic development.
- Education to better promote sense of consideration to others.
- Emergency preparation.
- Emergency preparedness.
- Emergency preparedness.
- Employment/career growth services.
- Energy.
- Enforce barking dog laws.
- Enforce codes against barking dogs.
- Environment.
- Environment.
- Eq preparedness.
- Evening and weekend recreation options.
- Extra curricular activities for school children.
- I am 87 plus & don't get around much but I would like to know what all is being built, what & who all are removed. As we have nothing in our native home part anymore- we just have big, homes moving in- no one knows anyone but this is not a city problem- we use to have a nice community with activities, everything now no one knows anyone-even the pool isn't opened & in the club house for activities but this isn't what you are asking. Life isn't like it use to be-but that isn't what you want to know.
- I am very disappointed that I don't see any instruction from the apartment management how to sort our garbage and recycles. Subsequently anything goes with the neighbors.
- I don't need community service government should stay out of our lives.
- Issuance of concealed carry permits to law-abiding citizens.
- Job development/training.
- Job posting for city employment.
- Jobs.
- Look for alternatives to expensive renovations of city hall/rec center & library.
- Maintain & fix city infrastructures.
- Management of development approvals. e.g "linked in" the which they have not fully occupied and all staying in MV as their HQ. Even if not city responsibility (Caltrains), trash reflects poorly on our city.
- More baby entertainment & education classes.
- More leadership opportunities for healthy, education & community business.
- More paper shredding opportunities.
- Noise abatement projects.
- Old! Can't follow.
- Open Pruneridge to residents.
- Parking.
- Quality of businesses.
- Resident involvement.
- Social committees.

- Solar energy.
- Sponsor more cultural events. Sunnyvale fell behind neighboring cities like Mountain View or Santa Clara.
- To my house-Lawrence/Tasman.
- Value of services for the taxes paid.
- We never get the Sunnyvale Sun newspaper, zip code 94089 is constantly ignored in the success of the city.